



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Craig R. Shambaugh, et al. Art Unit: 2655

Serial No.: 09/670,093

Filed: September 26, 2000

For: METHOD OF CREATING SCRIPTS BY TRANSLATING
AGENT/CUSTOMER CONVERSATIONS

Examiner: Albertalli, Brian Louis

Attorney
Docket No.: 77779

AMENDMENT A

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-0001

Sir:

In response to the Office Action of December 9, 2004, please amend the above-identified application as follows: